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**JOB PROFILE**

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| **Specialist, Recall & Campaign** |
| **Role in a nutshell:** Manage recall and campaign planning, launch and reporting activity for the UK & Malta |
| **Reporting to** | Senior Manager, Network Support | **Department** | Network Support | **Grade** | 4 | **Location** | Burgh Heath | **Direct Reports** | 0 |
| C&NS Purpose: In line with our wider business ambition to do business the way customers love, C&NS provides support to customers and our dealer network. This includes supporting & providing world class warranty support, audit controls & associated technical services to the network. |
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| **What you’ll be doing:** |  | **Experience you’ll gain:** |
| * This business critical role is responsible for the co-ordination of planning and launch activity for all campaign activity – safety, non safety, customer satisfaction campaign and pre-delivery corrections and will also manage all local campaigns
* An important element of the role is to notify and agree actions with the DVSA and report completion rates to ensure compliance with the Code of Practice. There is also a requirement to respond to Regulation 9 Letters from the DVSA.
* The development and maintenance of strong relationships with TME/TMC to align central policy with market requirements and gain clarification of policy and procedure when required to ensure onward communication is clear.
* Ensure the department communicates effectively with other departmental managers and field team is key to maximise engagement levels within the network.
* There is a requirement to work closely with TMUK/BRC to ensure all vehicles handled at Burnaston or other UK hubs have all outstanding campaigns completed.
* All relevant systems (e.g. CWS, Compass, TechDoc) will be updated in a timely manner with technical instructions, warranty bulletins & VIN lists.
* Ongoing monitoring of parts availability for campaigns as well as forecasting parts demand requirements.
* There is some bulk claiming onto CWS for costs relating to car rental, fuel and C&Ds.
* Robust reporting and analysis is a central requirement of the role
* Ensure that surveillance programmes are in place to check validity of Centre claims. This may include Centre visits with the warranty team.
* Ensure the warranty system is correctly maintained with up to date warranty rates.
* Analyse warranty cost management associated with campaign management
* Liaise with Product Quality and Warranty teams to identify trends or variances.
* Develop and maintain standardized operating processes for all activities conducted by the warranty team.
* There is significant ongoing liaison with TGB systems to ensure systems, data flows & appropriate controls are always maintained.
* Creating and publishing campaign newsletters
* Training new Centre startups. Input into Academy training course content.
 | * Expert operational knowledge of CWS, Prior Approval system, Compass & SOURCE
* Knowledge and awareness of TME/TMC compliance conditions covering SAWA, TEC, Used vehicle products.
* Close interaction with TME and other Toyota entities will provide plenty of networking opportunities and contact with senior management and field teams.
* Company-wide exposure with projects such as Hilux corrosion campaign
* Close contact with network partners.
* Awareness of the workings of industry bodies such as the SMMT and authorities like the DVSA
* Exposure and understanding of budget setting and cost control.
* Management of external suppliers & the tender and selection process
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|  | **How we’ll support you:** |
|  | * TGB & C&NS Management will:
	+ Share clear KPIS and task briefing
	+ Provide daily updates of information, quarterly and annual reviews
	+ Support your understanding of the Toyota Way and 6C values and competencies
	+ Provide a personalised development plan
	+ Training as required for the role
* Support for essential decision making & budget support:
	+ Management of suppliers
	+ Audit investigations
	+ Systems development
	+ Goodwill
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| **How you could stretch this role:** |  | **What you’ll get to own:** |
| * Seek out innovative approaches to campaign fulfilment.
* Improve DMS & OLSB integration.
* Analyse completion rates across various channels and identify opportunities to increase completion e.g. fleet
* Develop network facing campaign reporting.
* Shape future deployment and reporting of OTA updates.
* Review and revise PDC process
* Actively find new ways to communicate outstanding campaigns to a customer and assist with development of MyT/LexusLink+ App and feed to MOT system
 |  | * Improving campaign completion rates.
* Full responsibility for recall & campaign reporting (DVSA/TME/network facing & at NMSC level inc goodwill spend)
* Raising purchase orders and invoice verification
* Reclaiming of recall and campaign costs from TMC
* Management of the 3rd party fulfilment agency
* Planning the fulfilment strategy
* Implementation of process enhancements
* Management of 3rd party work contracted to complete specific campaigns
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| **Qualifications and experience you’ll need:** |  | **Skills & Behaviours you’ll have:** |
| **Essential*** Direct experience of recall & campaign management
* Knowledge of franchise network operations and dealer systems
* Direct experience of warranty policy, procedures & controls

**Desirable** * Automotive industry background
* Operational knowledge of CWS, Prior Approval & Compass systems
* Project Management qualification
* Technical qualification
 |  | **Essential*** Accuracy and reliability with a fantastic attention to detail
* Excellent Microsoft skills in word, excel, powerpoint and BI
* Logical thinker with willingness to question & challenge existing practices
* Strong data analysis skills
* Excellent communication skills
* Organisational skills – ability to manage own time and deliverables
* Clear approach to task evaluation
* Problem solving expertise
* 6Cs behaviours and Outward Mindset
* Willingness to travel occasionally to carry out Centre visits
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In line with our Talent Enablement culture, we will give you ownership and encourage you to deliver outcomes that lie outside of the remit of this Job Profile. We do this to give you extra experience, to stretch and develop you within your role, enabling you to be the best you can be.